



**F E D E R A L  
S T U D E N T A I D**

*We Help Put America Through School*

**FSA Modernization Partner  
Enterprise Application Integration  
(EAI)  
Core Release 3.0**

**EAI Application Maintenance Services Report  
May 2002**

**Version 1.0**

**Task Order 80  
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# **1 Introduction**

## **1.1 Summary**

The EAI team provides maintenance support for application teams after the rollout of the application interface. This report documents the application interface maintenance services provided by the EAI Release 3.0 team including software upgrades and issue troubleshooting and resolution. This report will define the services rendered during the month of May 2002.

## **2 EAI Interfaces**

EAI Interfaces maintained during this period include:

Direct Loan Servicing System (DLSS)-eServicing

The Direct Loan Servicing System (DLSS) tracks loans received from the booking process, through the in-school period, and through payoff from either the borrower or the Department of Education (defaulted loan).

Financial Management System (FMS)

The Financial Management System (FMS) manages all financial transactions.

### **3 Issue Resolution Matrix**

The issue resolution matrix contains a list of numbered issues, their description, date, impact and resolution for interfaces deployed in May 2002.